

Foster Parents: TennCare Resource Basic Questions and Answers for TennCare services for Foster children

Q. What is a TennderCare EPSD&T Screening?

A. TennderCarer"EPSD&T" stands for Early Periodic Screening, Diagnosis, and Treatment. TennderCare EPSD&T Screening is the federal Medicaid (TennCare) program intended to provide preventive (early) health care for children/youth enrolled in the state's Medicaid program. The TennderCare EPSD&T Screening program allows for:

Periodic Screenings which are sometimes referred to as **well-child check-ups**, including

The right to medically necessary diagnosis and treatment to cure the identified condition or treatment needed to prevent a condition from worsening.

A TennderCare EPSD&T SCREENING consists of the following 7 components:

(1) Comprehensive health and development history; (2) Comprehensive unclothed physical exam; (3) Age-appropriate immunizations; (4) Age-appropriate lab tests; (5) Health education; (6) Vision screen; and (7) Hearing screen.

Every child under the age 21 is eligible for TennderCare EPSD&T. These children should get regular checkups even if there is not an apparent health problem at the following times:

For infants and toddlers:		
At birth	4 months old	15 months old
2-4 days old	6 months old	18 months old
1 month old	9 months old	24 months old
2 months old	12 months old	
For older children and adolescents:		
3 years old	10 years old	17 years old
4 years old	11 years old	18 years old
5 years old	12 years old	19 years old
6 years old	13 years old	20 years old
7 years old	14 years old	21 years old
8 years old	15 years old	
9 years old	16 years old	

Q. Often a child will go to the Primary Care Provider (PCP) for the first time, and the PCP wants to administer an EPSD&T screening, when the child just had one from the health department. Can the PCP do this?

A. Yes. If a PCP wants to perform an additional EPSD&T Screening for a child who had a screening recently, TennCare Select will reimburse for the additional EPSD&T screening. Many PCPs perform additional EPSD&T screenings to ensure they have all of the intake information on the child, and to ensure they treat the child appropriately. If a PCP has any questions regarding reimbursement of the additional EPSD&T Screening, they can contact TennCare Select Best Practice Network (BPN) Customer Service at 1-800-451-9157

Q. If the Health Department recommends for a child to receive follow-up services, who do I contact?

A. Contact the health unit nurse in your region, if you have any questions about the follow-up services recommended. If a child is placed in a DCS foster home, the DCS case manager should schedule an appointment with the child's PCP or appropriate medical provider for follow-up. If the child is being served by a contract agency, the DCS case manager needs to ensure the agency has received a copy of the PCP letter so they can schedule the needed follow-up services.

Q. If a child had a recent TennderCare EPSD&T screening performed before entering custody, can we use this information as their TennderCare EPSD&T Screening?

A. No. The child must receive another TennderCare EPSD&T screening after he/she has entered custody, even if they had a recent TennderCare EPSD&T screening visit. TennCare Select will reimburse for the TennderCare EPSD&T screening, even if one is not due.

Q. If a case manager or foster parent suspects a problem, should they arrange for a TennderCare EPSD&T screening, even if it is not yet time for one?

A. Yes. This referral is called an "inter-periodic screening" and must be followed up on by the MCO. TennderCare EPSD&T screenings, including inter-periodic screening, do not have to be "medically necessary" in order to be covered by the MCO. The child's Primary Care Provider within his/her MCO generally performs the TennderCare EPSD&T inter-periodic screen.

B. Just as important as the screening is the follow-up. Providers who perform TennderCare EPSD&T screenings may identify potential health, developmental, or behavioral problems. Providers are responsible for making referrals to other MCO and BHO providers to do further testing or to provide treatment, as appropriate. While there is no requirement that TennderCare EPSD&T periodic or inter-periodic Screenings be medically necessary, additional testing and treatment services must meet the medical necessity criteria.

Q. Why is the well child, or TennderCare EPSD&T screening so important for children in state custody?

A. Children in state custody tend to have a greater need for medical, dental, mental and behavioral health services than other children. The TennderCare EPSD&T screening can identify these needs when the child first enters custody so that services may be implemented quickly to aid the child in obtaining his/her optimal well-being.

Q. What special needs or concerns might a child in state custody have?

A. A child in state custody may have special medical and/or behavioral health needs relating to past physical, sexual, or emotional abuse. There may be health or behavioral health problems associated with severe neglect or ongoing behavior leading to delinquent acts. There may also be special needs associated with abandonment or other maltreatment by parents, developmental delays, learning disabilities, or mental retardation.

If a child has serious medical conditions or complex medical and/or behavioral health needs, the DCS case manager should contact the Regional Health Unit Nurse for assessment and appropriate action.

Q. What are the time frames for getting appointments?

A. TennCare says the MCOs and BHOs must provide services for their clients within these timeframes:

Initial Screening	21 days
Periodic Screening	21 days
Inter-periodic Screening	21 days
Urgent Care	48 hours
Emergency	Immediately
Mental Health Intake	14 days
Ongoing Mental Health Appointments	14 days

Q. Where should a foster parent call regarding TennCare Select providers?

A. Foster parents should call the TennCare Select Best Practice Network (BPN) Foster Parent line at **1-888-422-2963**.

Q. What does TennCare cover for those under 21?

A. *Medical Services:* Doctor, hospital, medications, vision, and dental services, etc.

Behavioral Services: Psychiatric inpatient hospital, medications, outpatient services (e.g., therapy, case management, in-home services, etc.)

The **MCO** provides medical services. The **BHO** provides behavioral services

Q. Where can I go to find information about health care for specific medical problems or diseases?

A. Go to the **TennCare Select Health Information Library Audio Index**.

Listed below are some available websites:

- www.pslgroup.com/dg/disrefsites.htm for disease specific web site links
- www.aids.org HIV/AIDS
- www.alz.org Alzheimer's
- www.arthritis.org Arthritis
- www.cancer.org Cancer
- www.diabetes.org Diabetes
- www.lupustennessee.org Lupus
- www.mnss.org Multiple Sclerosis

Q. How do I get an TennderCare EPSD&T dental screening for my child?

A. 1. Doral Dental contracts with Blue Cross/Blue Shield to manage the dental network. Call Doral Dental for the name of a participating dentist. The number is **1-888-233-5935**.

2. Call for an appointment.

3. If the appointment is not within a timely period (21 days), or they do not accept the patient, call Doral Member Services at **(800) 417-7149, ext 3282**.

4. If Doral does nothing, contact your regional TennCare Representative so they can file an appeal or assist you in filing the appeal.

Q. How do I locate a Doral Provider?

A. To locate a dentist or if you have other questions, call **1-888-233-5935**.

Q. If the child had a recent TennderCare EPSD&T Dental screening performed before entering custody, can we use this information as the child's TennderCare EPSD&T Dental screening?

A. Yes. If the child received a TennderCare EPSD&T dental exam within the last six months, this can be entered into TNKIDS as the EPSD&T dental Screening. The DCS case manager should obtain documentation of the exam from the dentist or contact Doral dental to verify that the child received the services. The next EPSD&T dental Screening will be due 6 months from the date of the dental exam.

Example: Susie had an EPSD&T dental Screening on February 3, 2004. She entered custody on February 27, 2004. The case manager obtains documentation of the dental exam, and the next EPSD&T dental Screening will be due August 3, 2004.

Q. At what age should a child begin receiving TennderCare EPSD&T dental screenings?

A. A child should receive a TennderCare EPSD&T dental screening at age **3 years**, or earlier if indicated by a medical provider.

Q. How often should the TennderCare EPSD&T dental Screening be performed?

A. As recommended by the child's dentist. TennCare will reimburse every 6 months.

Q. How do I access behavioral or mental health services for a child in custody?

- A.**
1. Call the BHO: Premier (Premier Behavioral Health) at **1-800-325-7864** or TBH (Tennessee Behavioral Health) at **1-800-447-7242** to find out what providers are available.
 2. Call prospective providers for an appointment.
 3. If you do not get the appointment in 14 calendar days, call the BHO back to request assistance in scheduling an appointment.
 4. If the BHO does not help, contact the TennCare Representative in your region to file an appeal.

Websites and resources for locating providers:

The TAMHO (Tennessee Association of Mental Health organizations) child directory: Contains information regarding mental health services at Community Mental Health Centers: <http://www.tamho.org/pdfs/04cy.pdf>

Additional web sites:

DCS website:<http://www.state.tn.us/youth/index.htm>

TennCare Medical Appeals Form:
<http://www.state.tn.us/tenncare/medappeal.html>

Q. When should I contact my Health Care Advocacy unit?

A.

- 1.. When you have questions or concerns about your child's physical, behavioral, or mental health.
2. When a child has multiple or complex medical needs or the child has been identified as medically fragile.
3. When a child has multiple or complex mental health needs.
4. When you are having difficulty or a delay in obtaining needed medical or mental health care or appointments for a child.
5. When a child has been denied medical or mental health services.
6. When there is a question about the results of an EPSD&T Screening.

Health Advocacy Teams want to serve YOU

It is the mission of the Health Advocacy Units to provide case managers and foster parents with the infrastructure and support to make sure that the children in our care receive all the needed Health services.

The Health Advocacy Unit includes:

- Health Advocate Liaison (formerly the TennCare rep)
- SAT (services and appeals tracking) coordinator
- Nurse
- Psychologist (in most regions this position is now Full time!!)
- Educational Specialist

“Source:” Starting place.... Resource Foundation <i>Informant!</i>
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The Health Advocacy team wants to serve the managers and foster parents by being “***the source***” for knowledge about health. Case managers, foster parents, families, and children are the customers for the Health Advocacy teams.

What the Health Advocacy Liaison can do for you!

Accessing Services

If you do not receive an appointment for a child in a timely manner, or you need help changing the PCP, the Health Advocate Liaison is there to assist you in making sure these things happen.

What is timely? You should get a PCP or dental appointment within 21 days of your request. You should get an appointment with a specialist within 30 days.

Remember, ***don't struggle to find a provider***; call TennCare Select or the BHO directly, and work with your Health Advocate Liaison when there are concerns about accessing any health services. They want to be proactive and serve you.

While you may think you don't want to have to “*challenge*” the “*system*” to arrange the needed health care for your child, remember that the state of Tennessee has paid the MCO and BHO to provide the services. *If services are not readily available, filing an appeal is the remedy.* The Health Advocate liaison can complete this simple. Please let your case manager know when you are having problems and the Health Advocate liaison needs to be notified.

What the SAT coordinator can do for you!

Tracking Health Care services

The SAT coordinator serves the region as a resource for making sure that children receive all recommended services, that canceled appointments are rescheduled, and that the details necessary to document the services provided to your child are received.

When the SAT receives this information, the SAT is assisting with the overall well being of that child, by providing a personalized record keeping on each child. This information is also used to respond to queries from advocacy representatives or the appeals unit. ***It saves you time!***

When you as a foster parent take a child to a medical or behavioral service, the follow up information about next appointments or other services the child needs should be provided to the case manager. This follow up information is vitally important.

The SAT coordinator keys information on the provider, appointment date and services rendered into the SAT web based program. The TennCare consumer advocates can view this program.

What the Health Advocacy NURSE can do for you! Follow up care from EPSDT

The Health Advocacy nurse reviews the findings of the EPSDT screening, and provides information on the recommended follow up services.

Please contact the nurse if you do not understand what service needs to be provided.

Medications

DCS is committed to monitoring ***the psychotropic medications*** prescribed to children in our care. If you have any questions about the medications that your child is taking, or if a foster parent calls you about side effects, please contact the nurse for consultation.

Dr. Deborah Gatlin is our psychiatrist in central office and she can provide consultation on specific cases.

The information in the medication tracking system is being used to monitor medications. Currently, training is being developed about informed consent and psychotropic medications. You will have this training made available to you in the coming months.

Health Care Advocacy Quick Fact!

The top 5 reasons that DCS children went to their primary care provider last year were for:

- EPSDT routine health exams
- upper respiratory infections
- ear infections
- sore throats
- preventive care

Provider Wish List

When providers see DCS children, they sometimes feel they don't have enough information to appropriately treat the child.

Make sure they get the information they need!

Provide any past medical information you have, the current problem, current medications, a copy of the initial health questionnaire, and basic demographic information that is helpful to them.

Remember, you are acting like the parent, ***so give all the information you would want your own doctor to have treating your child or family member.***

What the Psychologist can do for You!

Interpreting or implementing recommendations from a behavioral health assessment or a psychological can be overwhelming for a non- clinician. The health unit psychologist to assist with understanding the evaluation, and the appropriate next steps! The psychologist can participate in Child and Family Team meetings if there are behavioral issues that need to be reviewed in the meeting. Contact your case manager if you think this would help in case planning for the child.

The case manager can consult the psychologist for help with the following:

- Reviewing treatment plans/answer questions
- Reviewing mental health service issues related to appeals and provide interpretation
- Reviewing the psychological evaluations and determine the identified TennCare services (and other services) from the recommendation so you can set the appropriate appointments and follow up care

What the Educational Specialist can do for You!

If you have a child that receives special education services, or you think they should be receiving special education services, the Educational specialist is your resource. Attending an IEP meeting on a complex case alone is a challenge; consult with your educational specialist and get the help you need to communicate all the important issues with the school.

Complex Cases

For difficult cases with medical care, or behavioral care, you need to consult with the Health Advocacy Team. Referrals can be made to the ***Centers of Excellence***. Currently, not all regions have Centers of Excellence within their geographical area, however, referrals can be made. DCS is working with the COEs and the Governor's office of care coordination to expand COE services.

COEs

The COEs are UT Memphis, Vanderbilt, and ETSU. They have a special contract with the state to serve children in and at risk of custody

